



**Matthew H. Mead**  
Governor

**State of Wyoming**  
**Department of Workforce Services**  
DIVISION OF VOCATIONAL REHABILITATION  
**WYOMING RELAY**  
851 Werner Court, Ste. 120 ■ Casper, WY 82601  
800.452.1408 or 307.577.0539 V/TTY ■ Fax: 307.472.5601  
[dws-wyrelay@wyo.gov](mailto:dws-wyrelay@wyo.gov)  
[www.wyomingworkforce.org](http://www.wyomingworkforce.org)



**John Cox**  
Director  
**John Ysebaert**  
Deputy Director

**CG Docket No. 03-123**  
DA 17-565  
June 29, 2017

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

Reference: Annual Consumer Complaint Log Summary from June 1, 2016, to May 31, 2017

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1)(ii), the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation, Telecommunications Relay Service (TRS) submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2017.

We are happy to report there was only one complaint received for the twelve-month period ending May 31, 2017. The Wyoming Department of Workforce Services, Division of Vocational Rehabilitation, Wyoming Relay program logs all complaints about TRS in the State, whether filed with the TRS provider (Sprint Communications Company, L.P.) or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, and the number of complaints by category. The aforementioned complaint log will be retained until the next application for certification is granted.

Wyoming Relay processes any complaint, regardless of whether it originates via email, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc.

Both TRS call volume and Captioned Telephone Service (CTS) call volume have continued to decline in Wyoming. For the period of June 1, 2016, through May 31, 2017, the TRS provider completed two thousand, three hundred thirty-four (2,334) traditional TRS outbound calls and seven (7) speech-to-speech outbound calls on behalf of Wyoming Relay. The TRS provider's subcontractor (Captioned Telephone, Inc.) also completed a total of sixteen thousand, eight hundred sixty-six (16,866) CapTel outbound calls on behalf of Wyoming Relay. A total of one (1) customer complaint was received from a CTS user who was unable to make long distance calls.

Wyoming's relay provider (Sprint Communications Company, L.P.) is filing the requested interstate call type data (i.e. traditional TRS, speech-to-speech [STS], captioned telephone service [CTS], Internet protocol [IP] CTS, and IP Relay) under protective seal.

The Wyoming TRS program has been made aware (primarily from the Equipment Distribution Program staff) of customers who are experiencing problems with their analog (i.e. 1-line PTSN) CTS. When the customers contact CTS Customer Service, often the explanation is that the customer's telephone service provider (LEC) has most likely upgraded their lines to digital/fiber lines which are not compatible with the analog CapTel phone, and the customer



**We Bridge Human and Economic  
Development for Wyoming's Future.**



should contact their telephone service provider and/or upgrade to an internet model of captioned telephone. Upon contacting their telephone service provider, the customer is told there have been no changes to their lines and/or service. The customer is left feeling frustrated and confused. The captioned telephone service provider recently confirmed they have not been reporting customer service contacts they categorized as billing or product issues to the State on the monthly complaint logs. Therefore, we do not have a good estimate of the number of customers impacted but based upon this information as well as information from other states; we are concerned the problem may be underreported. The customers we have heard from who have been able to obtain high-speed internet service and an internet –based model of captioned telephone service have reported satisfaction with the captioning service. However, there are customers who are unable to afford the increased cost of adding broadband Internet service to their phone service. The amount of subsidy available from the Lifeline program is not enough to offset the increased cost and therefore, the customer is left without functionally equivalent telephone service. We are hopeful that the FCC will continue their efforts to ensure the availability and affordability of broadband Internet access for all citizens as well as work with telecommunications service providers to ensure functionally equivalent telecommunications services access for individuals who are deaf, hard of hearing, or speech-disabled.

Pursuant to 47 C.F.R. §64.604(c)(2), Wyoming's TRS program submits the following contact information for the receipt of inquiries and complaints from consumers:

Lori Cielinski, TRS Program Consultant  
Department of Workforce Services  
Division of Vocational Rehabilitation  
851 Werner Court, Suite 120  
Casper, WY 82601  
Voice/TTY: (800) 452-1408  
Voice/TTY: (307) 577-0539  
Fax: (307) 472-5601  
Email: [lori.cielinski@wyo.gov](mailto:lori.cielinski@wyo.gov) or [dws-wyrelay@wyo.gov](mailto:dws-wyrelay@wyo.gov)  
Internet: [www.wyomingrelay.com](http://www.wyomingrelay.com)

All the Wyoming TRS program information, including the contact information, as posted on the Consumer and Governmental Affairs Bureau's website at <https://www.fcc.gov/general/trs-state-and-territories> has been reviewed and the information is complete and accurate.

The State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation has not made in the last sixty (60) days—nor plans to make in the next sixty (60) days—any substantive changes in their TRS program. The State of Wyoming certifies that Wyoming's Telecommunications Relay Service program has met—and will continue to meet—federal minimum standards.

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,



Lori Cielinski  
TRS Program Consultant

Enclosures: Consumer Complaint Log Summary, 1 page  
Wyoming Relay Complaint Tally Sheet, 3 pages



We Bridge Human and Economic  
Development for Wyoming's Future.

